

# Department of Veterans Affairs

## Agency Performance Dashboard

Q1 FY2017

### Economic Development

#### Beds filled - skilled nursing

**Metric Definition** The percentage of beds filled within the Wisconsin Department of Veterans Affairs (WDVA) skilled nursing facilities.

Goal Met	Current	Previous	Target	Trend
	96%	95%	92%	

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** The WDVA skilled nursing facilities or nursing homes provide onsite 24/7 custodial, rehabilitative, and medical care to Wisconsin Veterans and their spouses. By maintaining a high daily occupancy rate, the Department is best positioned to provide the best quality and appropriate levels of services and care for the homes' current and future members.

#### Beds filled - assisted living

**Metric Definition** The percentage of beds filled within the Wisconsin Department of Veterans Affairs (WDVA) Assisted Living facilities.

Goal Met	Current	Previous	Target	Trend
	85%	85%	80%	

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** The WDVA assisted living facility provides 24/7 onsite assistance to Wisconsin Veterans and their spouses who do not require the constant care our skilled nursing facilities provide. By maintaining a high daily occupancy rate, the Department is best positioned to provide the best quality and appropriate levels of services and care for the homes' current and future members.

### Reform and Innovation

#### Museum attendance

**Metric Definition** The percent increase, per quarter, of 2016 museum attendance when compared to the same quarter in 2015.

Goal Met	Current	Previous	Target	Trend
	36%	52%	5%	

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** The Wisconsin Veterans Museum attendance generates program revenue and increases awareness of department programs available to veterans. Performance for this goal is measured by comparing attendance, per quarter, in the current year to the same quarter of the previous year. The target goal is to increase each quarter's attendance by 5%.

## MyWisVets users

**Metric Definition** The percent increase in MyWisVets users in 2016 compared to 2015.

Goal Met	Current	Previous	Target	Trend
use the "In Progress" icon	11%	78%	25%	↓
<b>Number of New Users</b>	1572	1593		

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** MyWisVets is an online, web-based system that provides veterans with preliminary information regarding benefits eligibility and expedites the application process. The target of 25% increase in number of users is an annual goal that is reported quarterly. At the end of FY2016, there were 14,272 MyWisVets users. As of September 30, 2016 there were 15,844 MyWisVets users. \*This reporting period marks a change in calculation. The goal is an annual goal; on track to meet goal before end of fiscal year.

## Efficient and Effective Services

### Benefit application processing

**Metric Definition** The percent of benefit applications processed within 15 days or less.

Goal Met	Current	Previous	Target	Trend
✓	99%	99%	95%	↔

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** Connecting eligible veterans to programs and services is a primary component of the department mission. Additionally, it serves as a measure of efficiency of the department staff.

## Customer/Taxpayer Satisfaction

### Centers for Medicare & Medicaid Studies (CMS) quality rating

**Metric Definition** The overall CMS quality ratings for the WDVA skilled nursing facilities.

Goal Met	Current	Previous	Target	Trend
✓	4.60	4.60	4.00	↔

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** CMS measures the quality of care within all nursing homes that receive reimbursement from Medicare/Medicaid. The CMS rating measurement is a result of reviews completed by CMS related to onsite facility health inspections, staffing and other quality measures for each of the licensed WDVA Veterans Homes. The overall quality rating of the WDVA Veterans Homes is an average of those individual ratings.

### Communications Subscriber Engagement

**Metric Definition** Maintain a high engagement rate for bulletins sent via GovDelivery.

Goal Met	Current	Previous	Target	Trend
<b>X</b>	46%	N/A*	50%	N/A*

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** Since November 2015 WDVA uses GovDelivery to provide communications to the public and media such as: press releases, a monthly newsletter, student veteran news, women veterans news, departmental program bulletins, and job opportunities for veterans, among others. The engagement rate, calculated by GovDelivery, measures the effectiveness of communications by tracking engagement over time. \*This is a new reporting metric.

### Women's Veterans mailing list

**Metric Definition** The percent increase of subscribers to the WDVA Women's Veterans electronic mailing list.

Goal Met	Current	Previous	Target	Trend
use the "In Progress" icon	129%	127%	100%	↑
<b>Number Of Subscribers</b>	6,246	5,726		

**Reporting Cycle** Annual (calendar year)

**Additional Details** The WDVA Women Veterans mailing list is an open and interactive communication tool that focuses on the needs and areas of concerns of our Wisconsin female veterans. At the end of 2015, the WDVA Women Veterans mailing list had 4,666 subscribers. With the implementation of an electronic communication platform, GovDelivery, the target is to double the number of subscribers by the end of 2016.